DIGITAL CBS

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What is our Main role?

To Provide the right information at the right time to the right user.
How we entered the digital age?

Old Website

New Website

Old statistical Publications

New statistical Publications

Old Diagrams and Graphics

Infographics, videos and Social Networks

Old Tables, files

Databases and Generates

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Is it enough?

NO!

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What we did and what we found?

**What we did?**

**Internal and External Analysis**
- Interviews with managers and employees
- Interviews with users
- Mapping existing business processes

**Benchmark International Research**
- Examination of alternative business processes
- Review and study modernization documents in these countries
- Review of strategic plans in other statistical offices

**What we found?**

- Significant insights of users’ perception of our role
- Insights related to improvement of work processes, management routines and Organizational culture
- Requirements for improving and upgrading the products and the service channels

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What Next?

Digital Strategic plan for the next years

- Organizational change
- Structural change
- Technological change
How will it work?

Promoting and emphasizing the uniqueness of the CBS and the value of official statistics

Establishment of a data science laboratory and an innovation center
Developing the use in machine learning, Big-data, web-scraping

Standardization and aggregation of data production processes
Enhancing data management in a horizontal infrastructure
Establishment of a Data Lake

Providing a more effective response to the users’ needs
Promoting the perception of the customer in the center

• Implementation of CRM
• Implementation of BRM
• Creating SLA
• Constant upgrading of the Website
What will be considered a success?

KPI’s for success

- Shortening the time required to receive data
- Upgrading the quality of the products and services
- Development of new products in light of the needs
- Elimination of irrelevant products
- Improving the user experience among customers
- Switching from manual to automatic processes
- Implementation of a working program in a horizontal way
- Higher specialization in the fields of work
Thank You!